



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending June 30, 2006

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$2,032.07	\$3,027.33	\$4,056.22	\$9,115.62
B. Number of credits issued for repairs - 24 - 48 hours	988	1,375	1,720	4,083
C. Number of credits issued for repairs - 48 - 72 hours	79	124	173	376
D. Number of credits issued for repairs - 72 - 96 hours	12	17	33	62
E. Number of credits issued for repairs - 96 - 120 hours	5	4	7	16
F. Number of credits issued for repairs > 120 hours	1	4	5	10
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	5,294	6,230	7,125	18,649
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$11,458.02	\$16,585.46	\$10,133.09	\$38,177.00
B. Number of installations after 5 business days	282	340	267	889
C. Number of installations after 10 business days	3	4	9	16
D. Number of installations after 11 business days	16	24	12	52
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2,731	3,075	3,348	9,154
F. Number of customers receiving alternate phone service rather than receiving a credit	0	1	0	1

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$36,950.00	\$48,100.00	\$47,150.00	\$132,200.00
B. Number of customers receiving credits	734	937	934	2,605
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments